



ADMINISTRATIVE AIDE I

Job Code: 2112

EEO Class Code: Office / Clerical

Union Status: CWA

FLSA Code: Non-Exempt

Salary Grade: h20

NATURE OF WORK

Varied responsible clerical or technical work of a specialist nature often involving complex work methods and techniques

ILLUSTRATIVE EXAMPLES OF ESSENTIAL DUTIES

- Perform a variety of responsible duties relative to the municipal services of the department to which assigned
- Resolve and adjust complaints and complex problems on the division level
- Interpret division operations, policies and procedures and disseminate relative information
- Perform duties of clerk of the Municipal Court
- Answer a variety of correspondence
- Establish and maintain a variety of complex records and reports
- Operate a variety of office machines
- Compute and compile data
- Act as lead worker in a variety of office functions
- Type forms, correspondence, etc., incidental to work assignments
- Assist in the purchasing of supplies and materials
- Do related work as required

KNOWLEDGE, SKILLS AND ABILITIES

- Considerable knowledge of modern office equipment, practices, and procedures
- Considerable knowledge of one or more municipal functions, including licensing, personnel, purchasing, store keeping, record keeping, report writing, court records and procedures, and other similar municipal functions
- Knowledge of business arithmetic and English
- Some knowledge of City organization, ordinances, laws, rules and regulations
- Some proficiency in typing
- Ability to operate a variety of office machines
- Ability to carry out complex oral and written instructions
- Ability to establish and maintain effective working relationships with other employees and the public

MINIMUM REQUIREMENTS

- Eighteen (18) months full-time verifiable clerical experience in responsible general office or clerical position.
- Some positions require typing 40 correct w.p.m. (based on departmental needs with 30 correct w.p.m as minimum requirement).
- Some positions require working knowledge of P.C. and Windows applications
- Some positions require shift work including nights, weekends, and holidays

PHYSICAL REQUIREMENTS

- Must have the use of sensory skills in order to effectively communicate and interact with other employees and the public through the use of the telephone and personal contact

- Physical capability to effectively use and operate various items of office related equipment such as, but not limited to, word processor, calculator, copier, and fax machine
- No significant standing, walking, moving, climbing, carrying, bending, kneeling, crawling, reaching, handling, sitting, pushing, and pulling

SUPERVISION RECEIVED

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SUPERVISION EXERCISED

- Usually none but in some positions may direct work of stenographic and clerical employees